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PATENTS

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Application of:)
)
Matthew G.A. McConnell et al.)
) **Art Unit: 2642**
Application No. 10/645,917)
) **Examiner: Bui, Bing Q.**
Filed: August 20, 2003)
) **Attorney Docket No. 07117.105015**
For: **Method and System for Selecting a**)
Preferred Contact Center Agent)
Based on Agent Proficiency and)
Performance and Contact Center State)

PETITION FOR EXTENSION OF TIME UNDER 37 C.F.R. § 1.136

Mail Stop Amendment
Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

Sir:

Petitioner respectfully requests a three-month extension of time within which to file a response to the Official Action dated September 22, 2005, to expire March 22, 2006. A check in the amount of \$510.00 is enclosed to cover the three-month extension of time fee. Applicants claim small entity status. See 37 CFR 1.27.

The Commissioner is authorized to charge any additional fees, or to credit any overpayment, to Deposit Account No. 11-0980. A duplicate of this sheet is attached.

03/28/2006 HLE333 00000001 10645917

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Respectfully submitted,

Michael L. Wach

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I hereby certify that this correspondence is being deposited with the United States Postal Service as first class mail in an envelope addressed to: Mail Stop Amendment, Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450, on March 22, 2006.